



1/14

10 →

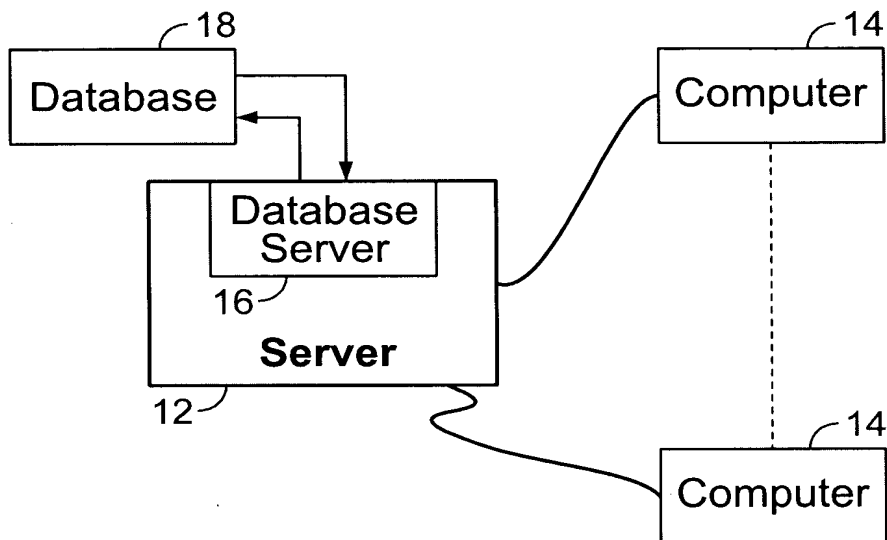
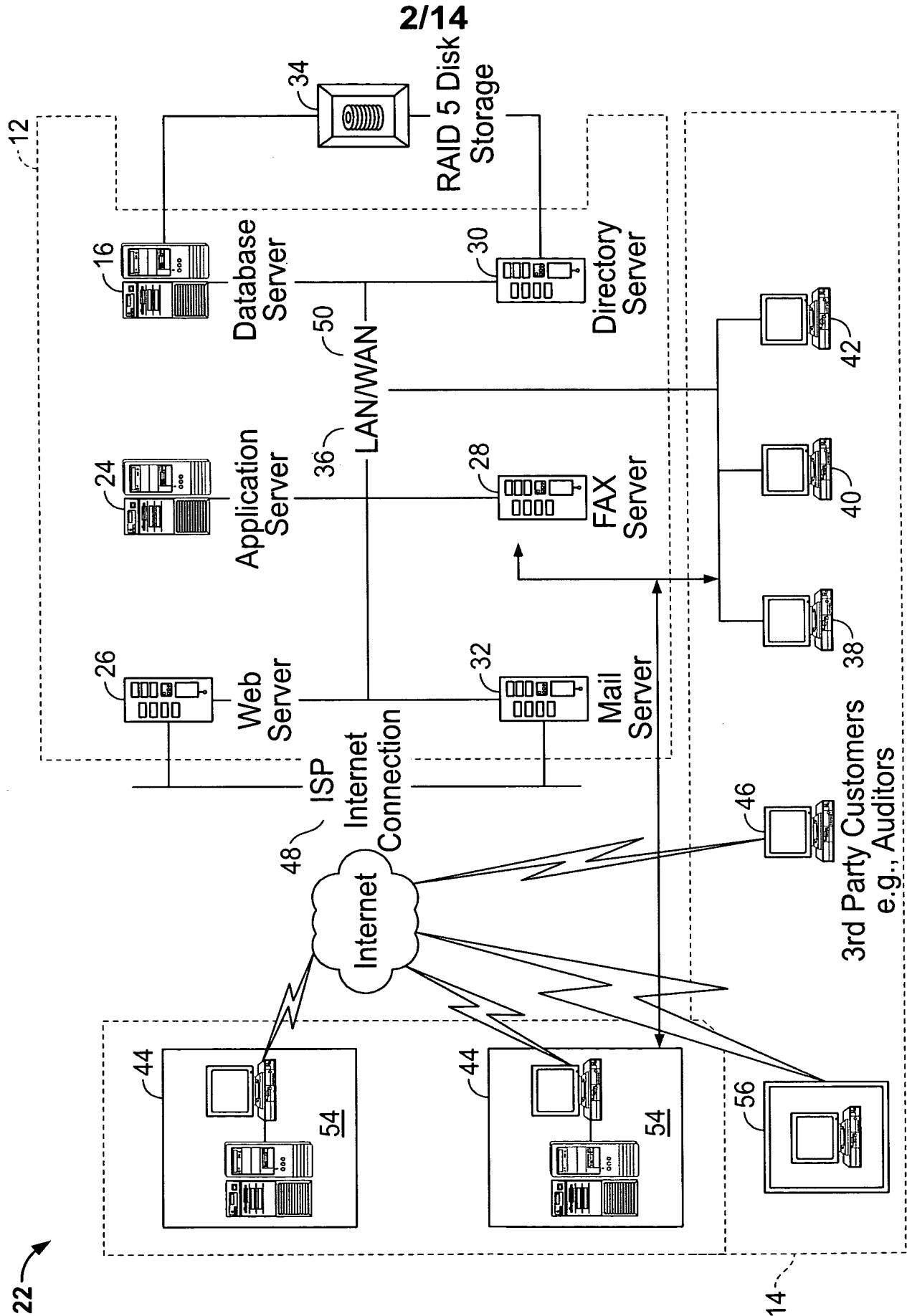


FIG. 1



**FIG. 2**

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70 ↘

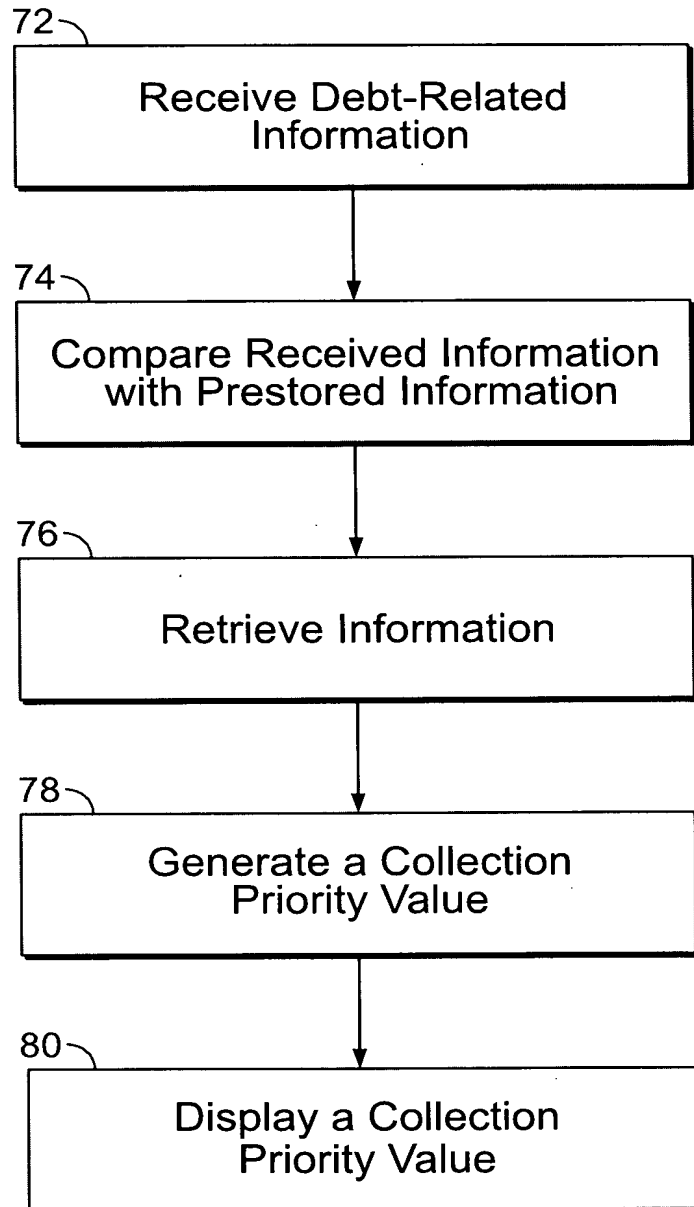


FIG. 3

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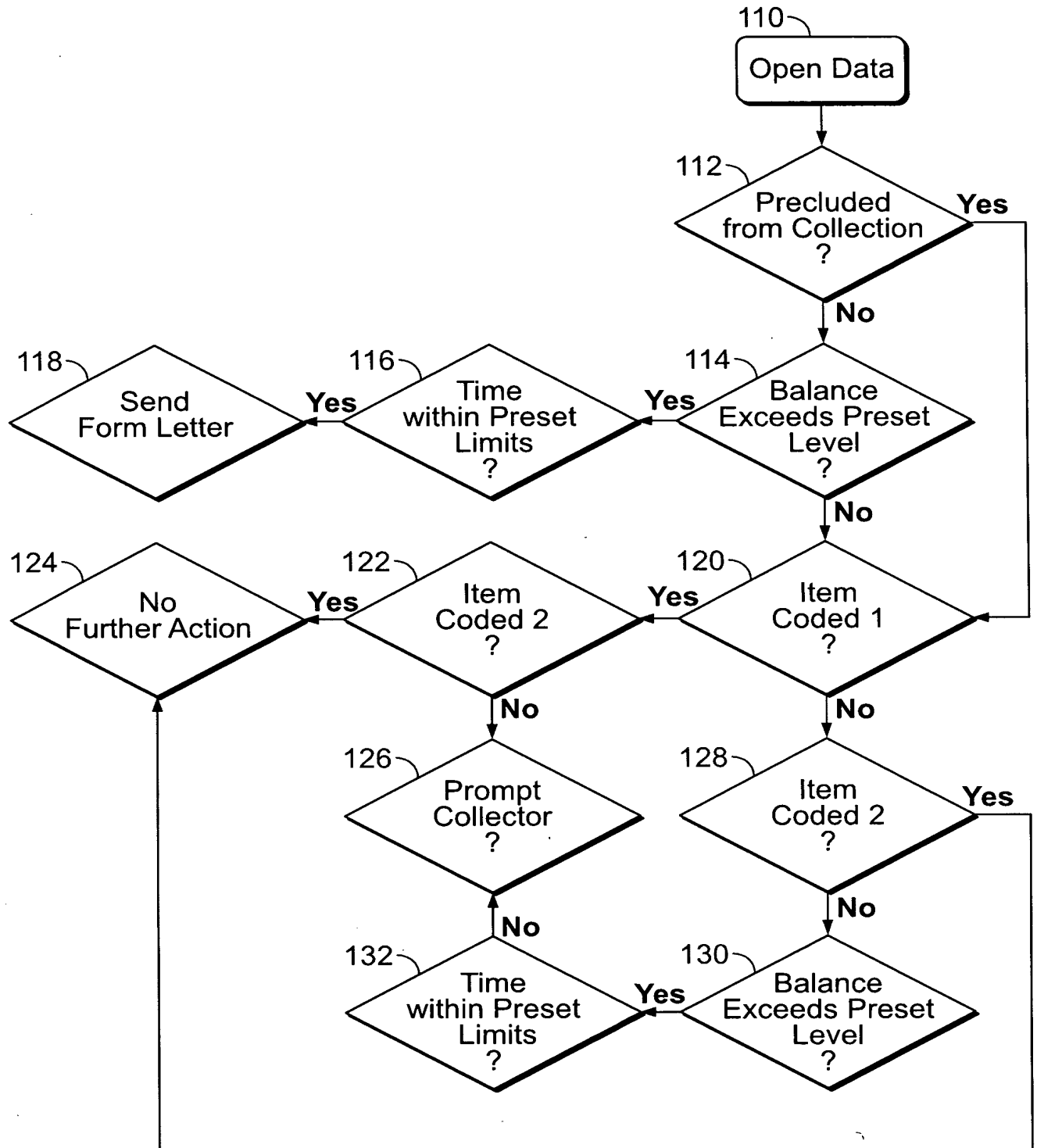


FIG. 4

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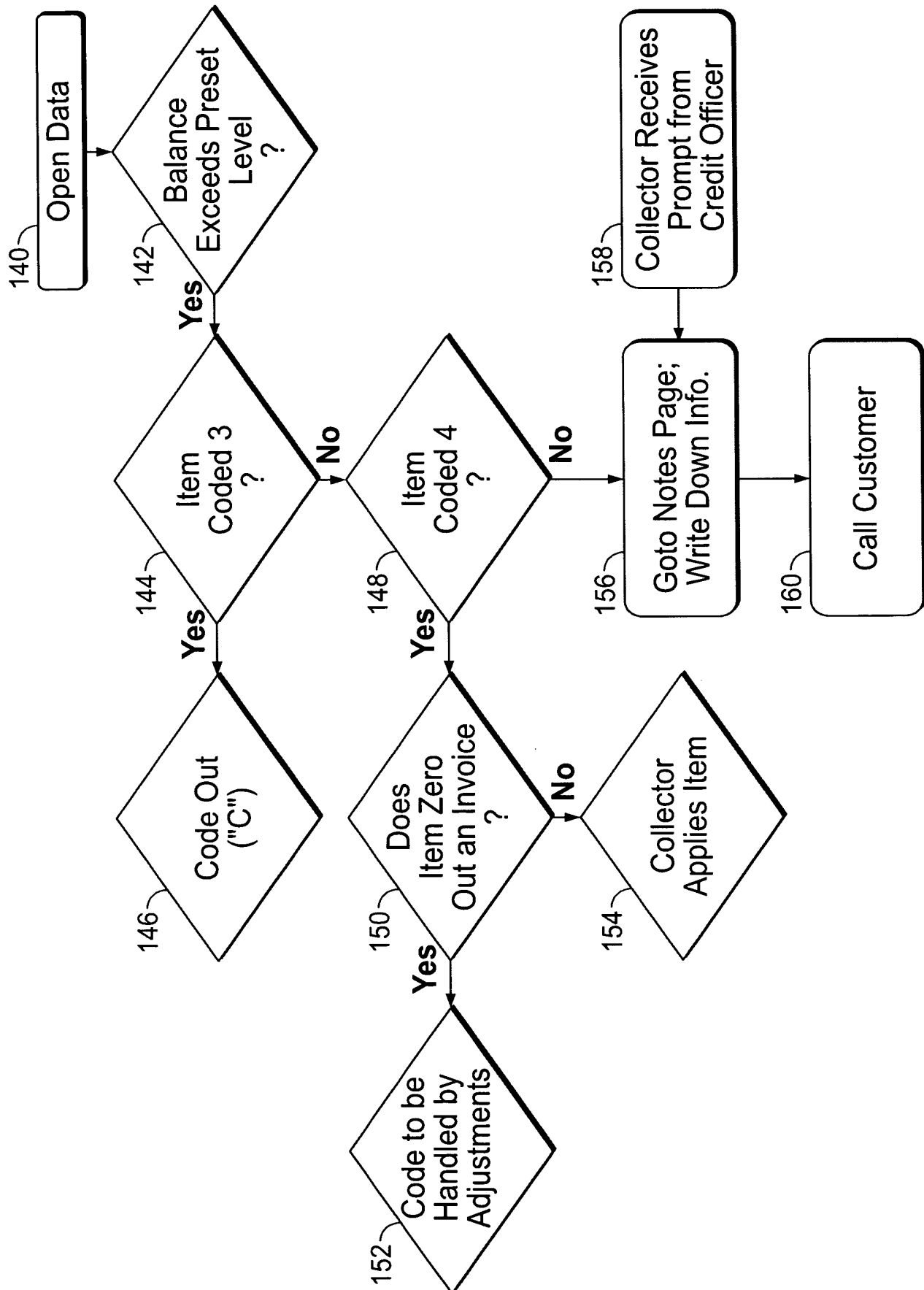


FIG. 5

## Morning Scrub

**To be Called?**

170

176

|   |   |
|---|---|
| L | Sent to Legal Collections                         |
| A | Adjustments Needs to Take Action                  |
| I | Faxed Invoice to Customer                         |
| S | Faxed Statement to Customer                       |
| M | Left Message with other than Right Person Contact |
| R | Spoke with the Right Person                       |
| P | Received a Promise to Pay                         |

[illegible]

172

174

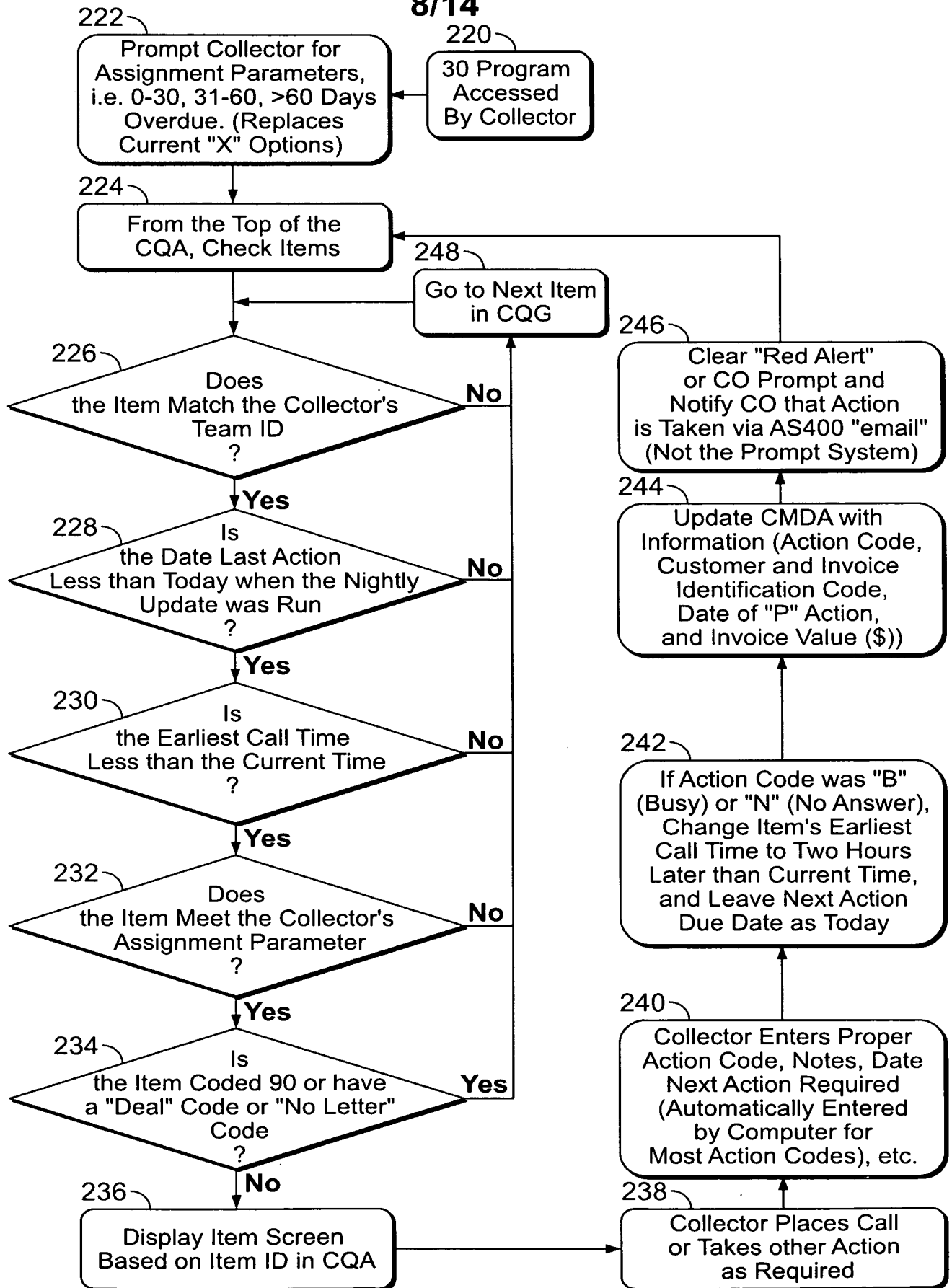
[illegible]

**FIG. 6**



**FIG. 7**

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**FIG. 8**



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| Action Codes | Explanation  | Automatic Date Next Action               |
|--------------|--|--|
| D            | Proof of Delivery Sent   | 14                                       |
| I            | Invoice Copy Faxed   | 14                                       |
| L            | Referred to Legal Collections  | 30                                       |
| A            | Referred to Adjustments  | 1  |
| S            | Faxed Statement to Customer  | 14                                       |
| M            | Left a Message for Customer to Call Back<br>(Receptionist, Answering Machine, etc.)  | 1  |
| R            | Spoke with the "Right" Person, did not get a<br>"Promise to Pay", and they did not Request any<br>Information (i.e. Customer is Researching, etc.) | 14                                       |
| P            | Received a "Promise to Pay"  | 14                                       |
| B            | Busy Signal  | 2 hours                                  |
| N            | No Answer  | 2 hours                                  |
| O            | Applied Payment, Applied CM, etc.  | Entered by<br>Collector if<br>Applicable |

250

252

254

**FIG. 9**

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**Collector Report Page**

|    |  |                           |                            |              |              |    |        |                           |                            |              |     |    |
|----|--|---------------------------|----------------------------|--------------|--------------|----|--------|---------------------------|----------------------------|--------------|-----|----|
|    | A  | B                         | C                          | D            | E            | F  | G      | H                         | I                          | J            | K   | L  |
| 1  | Name:  |                           |                            |              | Team Leader: |    |        |                           |                            |              | A   |    |
| 2  | Morning Scrub  |                           |                            |              |              |    |        |                           |                            |              |     |    |
| 3  | <div> <div>To Be Called ?</div> <div>To Be Called ?</div> </div> |                           |                            |              |              |    |        |                           |                            |              |     |    |
| 4  | Item #   | Time Started Working Item | Time Finished Working Item | Time On Item | Yes          | No | Item # | Time Started Working Item | Time Finished Working Item | Time On Item | Yes | No |
| 5  | 1  | 55                        | 74                         | 19           | X            |    | 11     | 44                        | 45                         | 1            | X   |    |
| 6  | 2  | 16                        | 18                         | 2            | X            |    | 12     | 45                        | 46                         | 1            | X   |    |
| 7  | 3  | 18                        | 19                         | 1            | X            |    | 13     | 46                        | 47                         | 1            | X   |    |
| 8  | 4  | 19                        | 20                         | 1            | X            |    | 14     | 47                        | 48                         | 1            | X   |    |
| 9  | 5  | 21                        | 36                         | 15           | X            |    | 15     | 47                        | 48                         | 1            | X   |    |
| 10 | 6  | 36                        | 37                         | 1            | X            |    | 16     | 48                        | 49                         | 1            | X   |    |
| 11 | 7  | 37                        | 41                         | 4            | X            |    | 17     | 48                        | 53                         | 5            | X   |    |
| 12 | 8  | 41                        | 42                         | 1            | X            |    | 18     | 53                        | 54                         | 1            | X   |    |
| 13 | 9  | 42                        | 43                         | 1            | X            |    | 19     | 55                        | 56                         | 1            | X   |    |
| 14 | 10   | 43                        | 44                         | 1            | X            |    | 20     | 56                        | 57                         | 1            | X   |    |
| 15 | Average Time For Item Preparation--> 3                           |                           |                            |              |              |    |        |                           |                            |              |     |    |
| 16 | Max Time For Item Preparation--> 19                              |                           |                            |              |              |    |        |                           |                            |              |     |    |
| 17 | Min Time For Item Preparation--> 1                               |                           |                            |              |              |    |        |                           |                            |              |     |    |
| 18 |  |                           |                            |              |              |    |        |                           |                            |              |     |    |
| 19 |  |                           |                            |              |              |    |        |                           |                            |              |     |    |

**FIG. 10**

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| M   | N                         | O                          | P                  | Q                        | R   | S | T | U | V |
|---|---------------------------|----------------------------|--------------------|--------------------------|---|---|---|---|---|
| <b>Prompts and 30 Program Invoices NOT Called</b> |                           |                            |                    |                          |   |   |   |   |   |
| Item # From Morning Scrub                         | Time Started Working Item | Time Finished Working Item | Total Time On Item | Action Code (L, A, I, S) | Remarks (Describe any other actions taken...) |   |   |   |   |
| 1   | 50                        | 59                         | 28                 | S                        |   |   |   |   |   |
| 3   | 15                        | 35                         | 21                 | S                        |   |   |   |   |   |
| 13  | 34                        | 36                         | 3                  | A                        |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
|   |                           |                            | 0                  |                          |   |   |   |   |   |
| Average Time On Item Not Called-->                |                           |                            | 17.333333          | 0                        | <--Times L Used                               |   |   |   |   |
| Max Time On Item Not Called-->                    |                           |                            | 28                 | 1                        | <--Times A Used                               |   |   |   |   |
| Min Time On Item Not Called-->                    |                           |                            | 3                  | 0                        | <--Times I Used                               |   |   |   |   |
|   |                           |                            |                    | 2                        | <--Times S Used                               |   |   |   |   |

FIG. 11

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|    | W                             | X                 | Y                              | Z              | AA                    | AB                 |
|----|-------------------------------|-------------------|--------------------------------|----------------|-----------------------|--------------------|
| 1  |                               |                   |                                |                |                       |                    |
| 2  |                               |                   |                                |                |                       |                    |
| 3  |                               |                   |                                |                |                       |                    |
| 4  | Item # From Morning Scrub     | Time Call Started | Time Hung Up Phone             | Length of Call | Time Completed Action | Total Time On Item |
| 5  | 1                             | 45                | 48                             | 3              | 50                    | 24                 |
| 6  | 2                             | 0                 | 1                              | 1              | 1                     | 3                  |
| 7  | 3                             | 2                 | 10                             | 8              | 14                    | 13                 |
| 8  | 4                             | 41                | 44                             | 3              | 44                    | 4                  |
| 9  | 5                             | 6                 | 10                             | 4              | 10                    | 19                 |
| 10 | 6                             | 11                | 13                             | 2              | 14                    | 4                  |
| 11 | 7                             | 15                | 16                             | 1              | 16                    | 5                  |
| 12 | 8                             | 18                | 18                             | 0              | 19                    | 2                  |
| 13 | 13                            | 20                | 26                             | 6              | 34                    | 14                 |
| 14 | 14                            | 37                | 46                             | 9              | 50                    | 13                 |
| 15 | Average Length of Call--> 3.7 |                   | Average Time On Item Called--> |                | 10.1                  |                    |
| 16 | Max Length of Call--> 9       |                   | Max Time On Item Called-->     |                | 24                    |                    |
| 17 | Min Length of Call--> 0       |                   | Min Time On Item Called-->     |                | 2                     |                    |
| 18 |                               |                   |                                |                |                       |                    |
| 19 |                               |                   |                                |                |                       |                    |

FIG. 12

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| AC   | AD        | AE                             | AF        | AG                   | AH        | AI                      | AJ        | AK                             | AL | AM | AN | AO |
|--|-----------|--------------------------------|-----------|----------------------|-----------|-------------------------|-----------|--------------------------------|----|----|----|----|
| <b>Calls Made</b>  |           |                                |           |                      |           |                         |           |                                |    |    |    |    |
| <b>No Answer</b>   |           | <b>Right Person Contacted?</b> |           | <b>Message Left?</b> |           | <b>Promised to Pay?</b> |           |                                |    |    |    |    |
|  |           |                                |           |                      |           |                         |           |                                |    |    |    |    |
| <b>Yes</b>   | <b>No</b> | <b>Yes</b>                     | <b>No</b> | <b>Yes</b>           | <b>No</b> | <b>Yes</b>              | <b>No</b> | <b>Other Outcome....</b>       |    |    |    |    |
| X  |           | X                              |           |                      |           |                         | X         | S                              |    |    |    |    |
| X  |           |                                | X         | X                    |           |                         |           |                                |    |    |    |    |
| X  |           | X                              |           |                      | X         |                         |           | S                              |    |    |    |    |
| X  |           | X                              |           |                      | X         |                         |           |                                |    |    |    |    |
| X  |           | X                              |           |                      | X         |                         |           | RFCVD CHECK INFO FROM CUSTOMER |    |    |    |    |
|  | X         |                                | X         | X                    |           |                         |           |                                |    |    |    |    |
|  | X         |                                |           |                      | X         |                         |           |                                |    |    |    |    |
| X  |           |                                | X         | X                    |           |                         |           |                                |    |    |    |    |
| X  |           | X                              |           |                      | X         | X                       |           |                                |    |    |    |    |
| X  |           | X                              |           |                      | X         | X                       |           |                                |    |    |    |    |
| Times N (No Answer) Occurred--> 8<br>Times R (Right Person Contacted) Occurred--> 6<br>Times M (Message Left) Occurred--> 3<br>Times P (Received Promise to Pay) Occurred--> 3 |           |                                |           |                      |           |                         |           |                                |    |    |    |    |

**FIG. 13**

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**Collector Efficiency Metrics**

| Collector ID  | A    | B    | C    | D    | E       | F   | OVERALL |
|---|------|------|------|------|---------|-----|---------|
| Average Time For Item Preparation   | 3    | 5    | 2    | 3    | 2       | 1   | 3       |
| Max Time For Item Preparation   | 19   | 26   | 4    | 10   | 3       | 2   | 26      |
| Min Time For Item Preparation   | 1    | 1    | 1    | 1    | 1       | 1   | 1       |
| Average Time For Item NOT Called  | 17   | 10   | 0    | 5    | 4       | 2   | 6       |
| Max Time For Item NOT Called  | 28   | 20   | 0    | 12   | 4       | 3   | 28      |
| Min Time For Item NOT Called  | 3    | 2    | 0    | 2    | 4       | 1   | 0       |
| Average Time On Item Called   | 10   | 8    | 5    | 8    | 4       | 6   | 7       |
| Max Time On Item Called   | 24   | 11   | 10   | 22   | 6       | 10  | 24      |
| Min Time On Item Called   | 2    | 4    | 2    | 1    | 3       | 3   | 1       |
| Average Length of Call  | 4    | 8    | 3    | 4    | 3       | 2   | 4       |
| Max Length of Call  | 9    | 50   | 6    | 14   | 6       | 7   | 50      |
| Min Length of Call  | 0    | 1    | 0    | 1    | 2       | 0   | 0       |
| <b>Sample Individual Metrics (Trial Data Collected) (Phase I Implementation)</b>          |      |      |      |      |         |     |         |
| Collector ID  | A    | B    | C    | D    | E       | F   | Average |
| # L's (Sent to Legal)   | 0    | 0    | 0    | 0    | 0       | 0   | 0       |
| Percentile  | 0%   | 0%   | 0%   | 0%   | 0%      | 0%  |         |
| # A's (Adjustments Action)  | 1    | 1    | 0    | 0    | 1       | 1   | 1       |
| Percentile  | 40%  | 40%  | 0%   | 0%   | 40%     | 40% |         |
| # I's (Faxed Invoice)   | 0    | 3    | 0    | 0    | 0       | 0   | 1       |
| Percentile  | 0%   | 100% | 0%   | 0%   | 0%      | 0%  |         |
| # S's (Faxed Statement)   | 2    | 0    | 0    | 0    | 1       | 0   | 1       |
| Percentile  | 100% | 0%   | 0%   | 0%   | 80%     | 0%  |         |
| # N's (No Answer)   | 8    | 6    | 0    | 5    | 0       | 0   | 3       |
| Percentile  | 100% | 80%  | 0%   | 60%  | 0%      | 0%  |         |
| # R'S (Right Person Contacted)  | 6    | 7    | 5    | 6    | 1       | 4   | 5       |
| Percentile  | 60%  | 100% | 40%  | 60%  | 0%      | 20% |         |
| # M's (Message Left)  | 3    | 3    | 4    | 2    | 6       | 2   | 3       |
| Percentile  | 40%  | 40%  | 80%  | 0%   | 100%    | 0%  |         |
| # P's (Rec'd Promise to Pay)  | 3    | 3    | 2    | 0    | 1       | 1   | 2       |
| Percentile  | 80%  | 80%  | 60%  | 0%   | 20%     | 20% |         |
| <b>Sample Individual Metrics (No Data Collected) (Phase I Implementation)</b>             |      |      |      |      |         |     |         |
| Collector ID  | A    | B    | C    | D    | E       | F   | Average |
| # O's (Other Action Taken)  | 0    | 0    | 0    | 0    | 0       | 0   | 0       |
| Percentile  | 0    | 0    | 0    | 0    | 0       | 0   |         |
| # Promises Kept   | 0    | 0    | 0    | 0    | 0       | 0   | 0       |
| Percentile  | 0    | 0    | 0    | 0    | 0       | 0   |         |
| <b>Sample Team and Overall Level Metrics (No Data Collected) (Phase I Implementation)</b> |      |      |      |      |         |     |         |
| Team ID   | A    | B    | C    | D    | Average |     |         |
| \$ Collected  | \$ - | \$ - | \$ - | \$ - | \$ -    |     |         |
| Percentile  | 0%   | 0%   | 0%   | 0%   |         |     |         |
| # Items "Leftover" Daily  | 0    | 0    | 0    | 0    | 0       |     |         |
| Percentile  | 0%   | 0%   | 0%   | 0%   |         |     |         |
| Average Days Past Due   | 0    | 0    | 0    | 0    | 0       |     |         |
| Percentile  | 0%   | 0%   | 0%   | 0%   |         |     |         |

**FIG. 14**